Job Description
Missouri State Highway Patrol

Class Title: Computer Information Technology Specialist II
Title Code: V08005
Effective Date: 06/26/98
Date Reviewed:
Date Revised: 12/27/04

Immediate Supervisor: Technical Support Manager or Programmer/Analyst Manager
Position Supervised: None
FLSA Classification: Partial-Exempt
Working Hours: An employee in this position works an eight-hour shift as directed by the division director; however, working hours are subject to change at the discretion of the commanding authority.

DEFINITION

This is advanced professional, technical, and consultative work in the support and coordination of computer information technology services and activities.

An employee in this class provides technical expertise in computer systems analysis and design; database and/or network administration; systems programming; and/or other computer information technology specialties in a mainframe, midrange and/or microcomputer environment. Work is focused in multiple areas of a specialty or primarily in one highly technical area. Work includes conducting feasibility and impact studies of technology direction and providing recommendations. Duties may also include implementation of recommendations, project management and/or provision of technical consultative services. Positions at this level differ from Computer Information Technology Specialist Is in terms of the amount of direction provided and the scope and technical complexity of assignments. Work is performed under general supervision; however, the employee is expected to exercise initiative and independence in the performance of assigned responsibilities.

(Any one position may not involve all of the specified duties or knowledge, skills, and abilities, nor are the listed examples exhaustive.)

EXAMPLES OF WORK

Develops, analyzes and/or coordinates highly complex project specifications such as flowcharts, logic diagrams and work flow diagrams relating to diverse organizational functions.

Provides consultative guidance in a specific area of technical expertise.

Acts as project team leader, establishes project schedules, assigns tasks, monitors progress against schedules, and conducts technical review of assigned projects.

Provides cost benefit analysis of technology solutions to meet business needs.

Serves as a liaison for the organization in the areas of technology or infrastructure development.

Provides support for both internal and external organizational computer systems that span multiple platforms.

Researches, reviews, recommends, and prepares requests for proposals and/or bid specifications for hardware and/or software purchases; evaluates bid responses.

Develops and evaluates quality control procedures and hardware and/or software standards.

Provides technical expertise in computer systems analysis and design, database and/or network administration, systems programming, and/or other computer information technology specialties.

Defines computer system performance criteria and coordinates tuning of computer systems for optimum performance.

Coordinates computer systems disaster recovery planning.

Coordinates information strategic planning.

Coordinates computer systems management planning.

Performs other related duties as assigned.

EXAMPLES OF KNOWLEDGES, SKILLS, AND ABILITIES

Thorough knowledge of the principles of computer programming and systems analysis, design, testing and documentation.

Thorough knowledge of the general operating principles and capabilities of computer hardware and software.

Considerable knowledge of software reference libraries and related utility programs.

Considerable knowledge of computer security systems and procedures.

Considerable knowledge of computer networking and telecommunications.

Considerable knowledge of computer operating systems.

Considerable knowledge of database management systems.

Considerable knowledge of the principles of cost benefit analysis.

Considerable knowledge of the principles of project management.

Considerable knowledge of the principles of disaster recovery.

Considerable knowledge of the procurement process.

Considerable knowledge of continuing trends and developments in computer hardware and software.

Considerable knowledge of various computer platforms.

Considerable knowledge of the information strategic planning process.

Considerable knowledge of the systems management process.

Working knowledge of agency's automated information systems.

Working knowledge of agency's functions and their interrelationships.

Ability to read English effectively.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to coordinate/organize projects involving multiple organizations and/or groups.

Ability to utilize project management tools, such as PERT or Gantt charts.

Ability to review and analyze computer program documentation.

Ability to prepare and maintain standards, policies, procedures, guidelines, and technical manuals.

Ability to apply expertise in the troubleshooting and resolution of hardware and/or software problems.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to train and assist others in subject matter area.

Ability to establish and maintain effective working relationships.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to work with materials that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

EXPERIENCE AND TRAINING QUALIFICATIONS
(The following entrance requirements are used to admit or reject applicants for merit system examinations, or may be used to evaluate applicants for employment in positions not requiring selection from merit system registers. When applicable, equivalent substitution will be allowed for deficiencies in experience or education.)

Four years, including two years above the journey-level, of professional and technical computer information technology systems experience such as computer programming, systems analysis and design, or work with primary responsibility for the configuration of mainframe, midrange and/or microcomputer hardware and software, network administration or closely related areas;

AND

Graduation from an accredited four-year college or university with at least fifteen (15) semester hours in computer science, computer information systems or closely related areas. (Computer information technology systems experience such as computer programming, systems analysis and design, or work with primary responsibility for the configuration of computer hardware and software in a mainframe, midrange and/or microcomputer environment may be substituted on a year-for-year basis for deficiencies in the stated education. Graduate work in computer science, computer information systems or closely related areas may be substituted on a year-for-year basis for a maximum of one year of the stated general experience.)

OR

One year of experience as a Computer Information Technology Specialist I or Computer Information Technology Supervisor I, or two years of experience as a Computer Information Technologist III under the Missouri Uniform Classification and Pay System.